



Role Profile

Role Title	Level	Team	Function
IT Resilience Analyst		IFGL Technology	IT Operations

Purpose of the Role

The IT Resilience Analyst plays a critical role in ensuring the stability, capacity and continuity of IT systems and services with the IFGL organisation. The role involves developing and implementing strategies to enhance the resilience of IT infrastructure, applications, and data against potential disruptions, including natural disaster, cyber threats and hardware failures. From a capacity perspective, the role involves planning, analysing and optimising the utilisation of IT resourced to ensure optimal performance, scalability and reliability.

Key Contribution Areas	Measures
Resilience Planning	<ul style="list-style-type: none"> • Collaborate with the Operations team to assess the organisations current resilience capabilities. • Working with the Business Continuity Analyst, develop, and implement IT resilience plans and strategies to mitigate risks and ensure business continuity. • Conduct risk assessments to identify potential threats and vulnerabilities. • Define and evolve standing non-functional IT resilience requirements for incorporation into IT design / vendor selection activity
Incident Response	<ul style="list-style-type: none"> • Design and document incident response plans for various scenarios including cyber-attacks, system failures, reduction in staff, and natural disasters. • Collaborate with security team to integrate resilience measures into the incident response framework • Conduct regular simulations to test the effectiveness of incident response plans.
Incident Proving	<ul style="list-style-type: none"> • Develop and coordinate comprehensive IT Disaster Recovery testing plans • Collaborate with IT Delivery to ensure that IT Resilience proving events are reflected in IFGL Technology's overall 'Gardening Calendar' • Oversee and manage the execution of IT Resilience proving events. • Analyse and evaluate the effectiveness of IT disaster recovery capabilities post-event • Compile concise post IT Resilience Testing Event reports detailing test results and improvement recommendations, as well as formally raising any risks identified
Infrastructure Application Resilience:	<ul style="list-style-type: none"> • Working with the Operations team, evaluate and enhance the resilience of critical IT infrastructure components, such as servers, network, cloud environments and storage systems. • Work with IT Architecture, to implement resilience features in software and applications, inputting into the creation of reusable Solution Building Blocks / patterns where appropriate • Working with the Operations team, establish and maintain backup and recovery strategies for data applications.

Monitoring and Analysis	<ul style="list-style-type: none"> • Review monitoring tools and techniques already in place, which detect potential disruptions or anomalies in the IT environment. • Working with the IT Operations and Service teams implement changes and/or improvements to the monitoring tools utilised. • Analyse system performance data to identify areas for improvements to optimise resilience measures, or issues. Issues to be proactively addressed, • Stay informed about emerging threats and technologies related to IT resilience. • Collaborate with IT teams to troubleshoot and resolve performance-related incidents.
Capacity Planning	<ul style="list-style-type: none"> • Conduct regular capacity assessments to identify potential bottlenecks and areas for improvement. • Develop and maintain capacity models to predict future resource needs and optimise infrastructure investments. • Forecast future demand for IT services and infrastructure based on business plans and historical data, and optimise resource allocation to ensure cost effectiveness and efficiency. • Provide recommendations for scaling resourced to meeting anticipated demand. •
Collaboration	<ul style="list-style-type: none"> • Work closely with the wider Technology Team, and other relevant stakeholders to ensure a cohesive and integrated approach to IT resilience and capacity planning. • As appropriate, or in conjunction with Vendor Management and/or Procurement collaborate with external vendors and partners to enhance the organisation overall resilience posture. • Provide training and guidance to IT staff on resilience best practice. • Collaborate with wider Technology team to understand upcoming projects and their impacts on IT resources.
Documentation and Reporting	<ul style="list-style-type: none"> • Maintain comprehensive documentation of IT resilience plans, procedures and configurations. • Generate regular reports on the status of IT resilience efforts, including key performance indicators and incident response metrics. • Conduct post-incident analysis and create reports with recommendations for improvements. Develop; maintain a full set of capacity reports and dashboards for key stakeholders.

Communication and Coordination	<ul style="list-style-type: none"> • Establish communication channels and coordinate with internal and external stakeholders (in conjunction with the Vendor Managers) to ensure a coordinated response to disruptions, including maintaining relationships with external partners and emergency services. • Communicate capacity-related insights and recommendation to IT leadership, ensuring transparency and understanding of capacity management processes.
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Functional or Technical Knowledge and Skills Required
<ul style="list-style-type: none"> • Bachelor's degree in Information Technology, Computer Science, or equivalent industry experience • Proven experience in IT resilience planning and implementation. • Proven experience in IT Capacity Management • Strong understanding of IT infrastructure, including servers, networks, cloud environments and storage systems. • Knowledge of industry standards, best practices and regulation related to IT resilience and business continuity. • Familiarity with cybersecurity principles and incident response. • Strong Analytical mind-set and skills, with the ability to assess complex systems and identify areas for improvement. • Project Management skills • Knowledge of capacity planning tools and methodologies

Personal Capabilities Required, e.g. skills, attitude, strengths
<ul style="list-style-type: none"> • Strong preference for action. • Excellent communication and collaboration skills. • Technical IT expertise. • Strong strategic planning. • Effective collaboration with both technical and non-technical colleagues to safeguard IT assets and ensure the organisations ability to withstand and recover from disruptions. • Excellent communications skills, both written and verbal – be able to work and modify communication style as appropriate when dealing with members of staff from across the organisation at all levels and in different locations.

People, Budget and Project Scope

- Reports to the Head of IT Operations
- Works closely with the IT Business Continuity Analyst, Architectural Team and, upon occasion, representatives from across the organisation